

OFFICE OF THE GENERAL COUNSEL
Division of Operations-Management

MEMORANDUM OM 03-82

June 5, 2003

TO: All Regional Directors, Officers-in Charge, Resident Officers and Office Managers**FROM:** Richard A. Siegel, Associate General Counsel**SUBJECT:** Casehandling Activity Tracking System (CATS) Data Integrity Program Update

In OM 02-57, issued in April 2002, we asked all Regional Offices to implement a local data integrity program to ensure that the information entered into the CATS system is accurate and reliable. The first certifications under the plan were submitted in October 2002, and it is clear that we are making good progress. Regional Performance Reports have been prepared using the CATS database since the beginning of the fiscal year. In addition, CATS data has been used to prepare the Agency's Annual Report for FY 2000, and 2001, as well as the 2002 Report, which has not yet been published. We have seen significant improvement in the quality of the data as we utilize the system. As previously noted, it is our plan to continuously monitor our data integrity program and modify it when necessary to ensure to the quality of our reports.

Transferred Cases:

The recording of data related to cases transferred between Regional Offices (transferred cases) has been an ongoing concern for many Regions. The procedure for effectuating the transfer of cases in CATS is not as user friendly as we would like. While we are considering changes to these procedures, they will not be effective for some time. Thus, we must address these concerns now. Once a case is transferred out of a Region, the transferring Region is no longer able to enter or change information in data fields. Thus, it is very important that the information in transferred cases be accurate before the transfer is initiated. When incorrect data is entered in a transferred case record, the case may not appear correctly on Agency reports or queries, and it is very difficult to resolve these problems. Since we transfer approximately 1200 cases a year under the Interregional Assistance Program, we must address this ongoing issue.

Last year, a group of field employees participated in a review of transferred cases to determine the magnitude of the problem, and develop suggestions for improving our procedures. As a result of this study, we learned that case records in a significant number of transferred cases need correction, and that further training should be offered those regions where the staff has been having trouble recording data in transferred cases. At the present time we will be focusing on this issue prospectively by:

- Asking Regional Offices to modify the procedures in their data integrity plans to specifically review transferred cases.
- Providing additional training on CATS transfer procedures to all Regions currently participating in the Interregional Assistance Program. This training will be conducted on June 23 and 24, 2003.
- Providing additional training on CATS transfer procedures to Regions that request it, For those Regions involved in the Interregional Assistance Program, all cases transferred under the program should be included in the 30% of C cases selected for review each month. In an effort to assist you with your review of these cases, a checklist of common errors in transfer cases is attached. Please convene your local CATS committee and modify your current Data Integrity Plan to incorporate a review of transferred cases. Submit your modifications to your Operations-Management representative for review by June 20, 2003.

As noted above, we will be conducting additional training on CATS transfer procedures on June 23 and 24, 2003 for all Regions currently participating in the Interregional Assistance Program or otherwise qualifying for training. (See schedule attached.) The training will include refresher training on the case transfer process, as well as instruction on procedures to correct errors on transferred cases should they occur.

Training will also be made broadly available to any other Regional Office where additional review of transfer procedures would be helpful. If a Region is not already included on the transfer training schedule attached, and individuals in the region would like the training, please provide Colleen Hart, Supervisory Program Analyst, with the individuals' names. Additional

training sessions will be scheduled as needed.

Annual Report Corrections:

Over the past year the Division of Operations-Management has worked with the Division of Administration to assist with the production of the Agency's Annual Reports and Election Reports for 2000, 2001 and 2002. As a part of that process, Regions have been asked to review and correct certain case records to ensure the accuracy of the data in the tables prepared for the Annual Report. It is appropriate to note the improvements that a number of Regions have achieved as they have worked on this data. As a result of this process, it appears that continued efforts are necessary to improve the quality of data entry in certain areas. A list of common problems that affect the data for the Annual Report and Election Reports is also attached to this memo.

In addition, in connection with User Acceptance Testing for XML Query Wizard, at least one person per Region received a list of queries that will detect many of these common data entry errors. The Region may wish to work with that person to develop additional queries to assist in identifying cases that contain these common data entry errors.

Please review these areas with your CATS committee and if appropriate, modify your Data Integrity Program to include these areas as well.

Planning for the Future:

With the deployment of our next CATS release scheduled for later this summer, we will complete the principal development phase of the system. In the coming months we will be planning modifications of the CATS system to improve the user interface and enhance performance. The handling of transferred cases is an area that is being reviewed. We will be surveying Field employees for their views on what modifications they would like to see implemented and what priority should be attached to each subject area. We look forward to receiving input from Regional Office staff on these very important subjects when the survey issues in the next few months.

If you have any questions regarding the foregoing, contact your Deputy or AGC.

/s/
R.A.S.

cc: NLRBU
Release to the Public

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